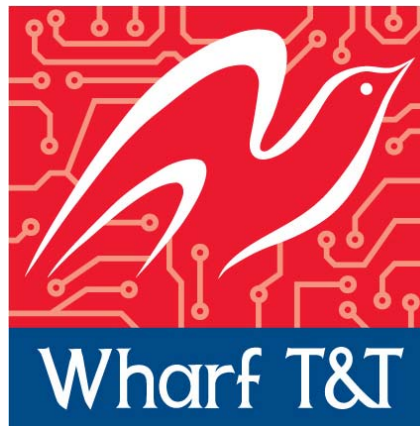




Cloud Voice Service
Cisco Unified IP Phone 7911G User Guide
(Version 1.0)

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Cloud Voice Service

Wharf T&T Cloud Voice service is an advanced, state-of-the-art unified communications service which consists of full-featured IP telephony and performs all the functions of a traditional telephone with the added advantages of Mobility Apps, Sim-Ring, Extension Mobility, Remote Extension, Presence Communicator and Cloud Communicator (softphone). It helps to enhance the operational efficiency of your business and assures that your colleagues can always stay in touch with your business partners anytime, anywhere.

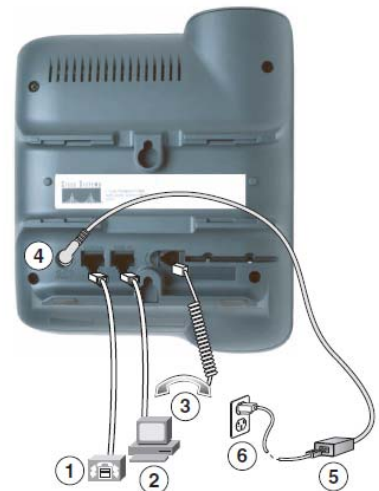
The Cloud Voice Service enabled by Cisco Unified IP Phone 7911G addresses the voice communication needs of a cubicle worker who conducts low to medium telephone traffic. A pixel display and dynamic soft keys allow easy access to a core set of business features. A maximum of two calls and one directory number will be supported, in addition to inline power for receiving power over Ethernet.

1. Phone Set Features and Functions



1.1 Operation for IP Phone 7911G

1.	Network Port	Connects the phone to the Ethernet port in your workplace
2.	Access Port	Port for connecting to Computer (not applicable for Cloud Voice Users)
3.	Handset Port	Connects the handset to the phone
4.	DC Adaptor Port	Connects the power supply plug to the phone
5.	Power Supply with DC output connector	Connects to the AC power cable
6.	AC Power Cable with wall socket plug	Connects the power supply to a standard power outlet



Notes: Cisco Unified IP Phone 7911 cannot function properly when there is a failure in power supply.

1.2 Location of Control



	Item	Description
1.	LCD Screen	Displays features such as time, date, your phone number, caller ID, call status, and soft key tabs.
2.	IP Phone Series Type	Indicates the IP Phone to which your phone belongs.
3.	Soft keys	Enables you to engage in any of the functions displayed on the corresponding LCD screen tabs. Soft keys feature the options displayed alongside the buttons of your LCD screen. Soft key functions will change depending on the status of your phone (for example, if the phone is active or idle).
4.	Navigation Button 	Enables you to scroll through text and selects features displayed on the LCD screen. It also provides the speed dial numbers when there are no texts or features to scroll through.
5.	Menu Button 	Displays a menu that provides access to voice messaging system, phone logs and directories, settings and services
6.	Hold Button 	Enables an active call on hold, resumes a call on hold, switches between an active call and an incoming call, or allows an active call or a call on hold.
7.	Keypad	Works exactly like the key pad on a traditional telephone.
8.	Volume Button 	Increases or decreases volume for the handset and speaker. Also controls the ringer volume (if on hook).
9.	Handset	Functions like a traditional handset. The light at the top of the handset will blink when the phone rings and the light will remain to indicate a new voice message (depending on your message system).
10.	Footstand	Allows the phone to stand at a convenient angle on a desk or table

2. Preference Setup

2.1 *Adjusting the Handset Volume*

You can adjust the volume of the call when using the handset

1. To adjust the volume of the handset, press the up or down **Volume** button when the handset is in use.
2. To save the handset volume setting, press the **Save** soft key.

2.2 *Adjusting the Speakerphone Volume*

1. To adjust the speaker volume, press the up or down **Volume** button when the speaker is in use.
2. To save the speaker volume setting, press the **Save** soft key.

2.3 *Adjusting the Ringer Volume*

Press the up or down **Volume** button to the desired ringer volume. With each adjustment, a short ringer burst will play.

Note: The handset must be in the cradle when adjusting the ringer volume

The ringer volume will be automatically saved until the phone is reset. If you want the ringer volume to be saved even after the phone is reset, please follow these steps:

1. Press the **Menu** button.
2. Use the **Navigation** button to select **Settings**, and then press the **Select** soft key.
3. Press the **Save** soft key.
4. Press the **Exit** soft key to exit the Setting menu.

2.4 *Personalizing the Ringer Sound*

1. Press the **Menu** button.
2. Use the **Navigation** button to select **Settings**, and then press the **Select** soft key.
3. From the Settings menu, use the **Navigation** button to select **Ring Type** and then press the **Select** soft key.
4. Use the **Navigation** button to scroll through the list of ring types and press the **Play** soft key to play the selected ring type.
5. When you find the ring type you want, press the **Select** soft key to check the corresponding check box.
6. Press the **OK** soft key to accept and save your ringer selection

2.5 *Changing the LCD Contrast*

1. Press the **Menu** button.
2. Use the **Navigation** button to select **Settings**, and then press the **Select** soft key.
3. From the Settings menu, use the **Navigation** button to select **Contrast** and then press the **Select** soft key.
4. Press the **Up** or **Down** soft keys to set the desired contrast level.
5. Press the **OK** soft key to accept and save your changes.
6. To save the reset contrast, press the **Save** soft key. If you do not press the Save soft key, the contrast will return to default setting.
7. Press the **Exit** soft key to exit the **Settings** menu.

3. Basic Features

3.1 *Placing a Call*

There are 4 options for placing a new call:

1. When using the handset, lift the handset and dial the number.
2. To make a new call on the current line, press the **NewCall** soft key and dial the number.
3. To dial with the phone on hook, from the main screen, perform either of these actions:
 - a) Dial the number and lift the handset or press the **Dial** soft key. The phone will not produce a dial tone until after you lift the handset or press the **Dial** soft key.
 - b) Press the **NewCall** soft key and dial the number.
4. To dial the last dialed number, press the **Redial** soft key.

** If you wish to dial the call to external partner, please remember to add "9" before the 8-digits telephone number*

3.2 *Answering a Call*

To answer an incoming call, lift up the handset.

3.3 *Using Call Waiting*

If you are enabled with call waiting for your phone, you will hear a call waiting tone and the caller ID information will be shown on the phone's LCD screen if a new call comes in when you are on the phone.

1. To answer the new call, press the **Answer** soft key. When you do so, the original call will be put on hold.
2. To return to the original call, press the **Hold** button.
3. If the second call is still active, the call will be put on hold when you return to the original call.
4. You can continue to use the **Hold** button to switch between the calls.

To create a conference call between yourself and the other two parties, press the **Confrn** soft key.

3.4 Ending a Call

To end a call, hang up the handset or press the **EndCall** soft key.

3.5 Muting a Call

1. Press the **Mute** soft key.
2. To disengage mute, press **UnMute** soft key again.

Note: If you are using mute along with the speakerphone, lifting up the handset will disengage mute function.

3.6 Putting a Call on Hold

When you put a call on hold, the call remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is being on hold.

1. To place a call on hold, press the **Hold** button.
2. The hold button will light up when a call is on hold.
3. To resume a call on hold, press the **Hold** button again.

3.7 Transferring a Call to another Party

1. During a call, press the **Transfer** soft key. The call will be put on hold.
2. Dial the number or office extension to which you want to transfer the call.
3. When the call rings on the other end, press **Transfer** again. Or when the party answers, announce the call and then press **Transfer**.

If the party refuses the call, press the **Hold** button to return to the original call.

** If you wish to transfer the call to external partner, please remember to add "9" before the 8-digits telephone number*

3.8 Redialing the Last Number Dialed

To redial the most recently dialed number, press the **Redial** soft key. Doing this without lifting up the handset will activate the speaker.

3.9 Forwarding Calls to another Phone

3.9.1 Setting up Call Forwarding from your IP Phone

1. Press the **CFwdAll** soft key. You will hear two beeps.
2. Enter the destination number to which you want to forward all your calls, as if you were placing a call to that number.
3. After you enter the number, you will hear two beeps. The LCD screen will display a message confirming the number or extension to which your calls are being forwarded.
4. To cancel all call forwarding, press the **CFwdAll** soft key.

Note:

1. Please remember to add '9' before the 8-digits telephone number if the destination is a mobile phone/ an external number.
2. If you wish to forward all incoming calls to your VoiceMail, simply press **CFwdAll** and **Msgs** button.

3.9.2 Setting up Call Forwarding from your Mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice Number and follow by "#"
4. Enter your Cloud Voice Password and follow by "#".
5. Enter the destination number to which you want to forward all your calls (e.g. your mobile).
6. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number.

3.9.3 Setting up Call Forwarding Via Internet

1. Visit www.wharftt.com/cloudvoice.
2. Click **Cloud Voice User Portal**.
3. Enter your Cloud Voice number and Cloud Voice Password to login Cloud Voice User Portal.
4. Click **Call Management** to activate the Call Forwarding function.
5. Enter the destination number to which you want to forward all your calls (e.g. your mobile).
6. To cancel call forwarding, please log onto **Cloud Voice User Portal** again to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice Password is your Cloud Voice Number. For security reason, please change your Cloud Voice Password at the portal on a regular basis.

3.10 Placing a Conference Call

To create a conference call, please perform the following steps:

1. During a call, press the **Confrn** soft key. It will automatically activate a new line and put the first party on hold.
2. Place a call to another number or extension.
3. When the call connects, press **Confrn** again to add the new party to the conference call.
4. Repeat these steps to invite more parties to the conference call.

Note:

1. To view and remove conference participants, you can press **ConfList** and press **Remove** to remove a conference participant.

2. *If you wish to make a conference call with an external partner, please remember to add "9" before the 8-digits telephone number.*

3.11 Call Pickup

3.11.1 Call Pickup within your Group

When the phone of your pickup group member rings, you can use your own phone to pick up and answer the call directly.

1. Lift up the handset and press the **More** soft key
2. Press the **PickUp** soft key to transfer a ringing call within your pickup group to your phone.
3. When your phone rings, press the **Answer** soft key to pickup and connect to the call.

3.11.2 Directed Call Pickup (Specific Group Member)

1. Lift up the handset and press the **More** soft key
2. Press the **GPickup** soft key.
3. Enter the extension number of the phone line with the call that you want to pick up. (For example, if the call is ringing on line extension number '1234', please enter '1234'.)
4. When your phone rings, press the **Answer** soft key to pickup and connect to the call.

3.12 Sim-Ring

The simultaneous ringing features allow you to bring any incoming calls to your Cloud Voice Number to both your desk IP Phone and switch the calls in between your desk IP Phone and mobile.

3.12.1 Enable/ Disable Sim-Ring

1. Press the **Mobility** soft key to display the current status (**Enable Mobile Connect/ Disable Mobile Connect**)
2. Press the **Select** soft key to toggle the status.
3. Press the **Exit** soft key once you confirm the Sim-Ring status.

Note:

1. *Please remember to submit your mobile phone number to Wharf T&T before you can enjoy Sim-Ring.*
2. *If the call is not answered at your desk IP Phone and you have enabled Mobile Connect, the incoming call will be diverted to your mobile phone normally after 4 rings.*

3.12.2 Switching Phone Conversation from IP Phone to Mobile

When you are talking to your business partner on your IP Phone and wish to leave your desk, you can continue the phone conversation by switching the call to your mobile.

1. During the phone conversation, press the **Mobility** soft key.
2. Select **Send call to Mobile Phone**.
3. The call will be in 'Hold' status and transferred to your mobile within a few seconds.
4. Pick up the call at your mobile and you can continue the phone conversation on your mobile.
5. Lastly, put back your handset back to IP phone.

3.12.3 Switching Call Conversation from Mobile Back to IP Phone

If you pick up the call dialed at your Cloud Voice Number on your mobile, you can switch the call to your IP Phone.

1. During the phone conversation, hang up the call on your mobile to disconnect the call from your mobile.
2. The call will be in Hold status.
3. Within a few seconds, **Resume** button will be displayed up in your IP Phone.
4. Press the **Resume** button in your IP Phone.
5. The call will be transferred to your IP phone and you can continue the phone conversation.

4. VoiceMail Service

4.1 Setting up VoiceMail

4.1.1 Activating VoiceMail on your IP Phone

1. Press the **Msgs** button on your IP Phone
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice prompts to change the VoiceMail PIN to activate the VoiceMail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

4.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-1234**. [Please dial **(852) 2112-1234** when you are accessing VoiceMail service from overseas.]

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2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese / '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "#"
4. Enter your VoiceMail PIN followed by "#"
5. Follow the voice prompts to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

4.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Msgs** soft key and follow the voice instructions.

4.3 Remote Access to VoiceMail

1. Dial the access number **2112-1234**. [Please dial **(852) 2112-1234** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese / '2' for English.
3. Enter your User ID (your Cloud Voice Number) and follow by "#".
4. Enter your VoiceMail PIN and follow by "#".
5. Follow the voice instructions for the VoiceMail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

4.4 Retrieval of VoiceMail via Outlook 2000

1. Open your Microsoft Outlook
2. Click **Tools**
3. Select **Accounts**
4. Click **New**
5. Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**
6. Enter Account Information * and click **Next**
7. Select **Internet E-mail** and click **Next**
8. **Enter** Server Information ** and click **Next**
9. Click **Finish**

- * When entering the Account Information, please input the following
- Your Name: Name wish to be displayed in email

- **E-mail Address:** 3xxxxxxx@vm.wtt-cloudvoice.com; '3xxxxxxx' is your Cloud Voice Number
- **Username:** Your Cloud Voice Number (eg 3xxxxxxx)
- **Password:** Your Cloud Voice Password

****** When entering Server Information, please input the following

- **Account Type:** IMAP
- **Incoming mail server:** imap.wtt-cloudvoice.com
- **Outgoing mail server:** smtp.wtt-cloudvoice.com

Note: Starter Cloud Voice Password is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

5. Using the Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

5.1 Viewing and Dialing from the Phone Log

1. Press the **Menu** button.
2. Use the **Navigation** button to select **Directories** and then press the **Select** soft key.
3. Select the desired directories (i.e. Missed Calls, Received Calls or Placed Calls) from the Directories menu, then press the **Select** soft key.
4. To place a call from any directories, use the **Navigation** button to select the call record, then lift the handset or press the **Dial** soft key.

*Tips: To call back the external parties directly via the **Missed Calls** log, please press the **More** and **EditDial** soft keys to add "9" before the telephone number.*

5.2 Deleting Records in the Phone Log

1. Press the **Menu** button.
2. Use the **Navigation** button to select **Directories** and then press the **Select** soft key.
3. Use the **Navigation** button to select the directory containing the record that you want to delete and press the **Select** soft key.
4. Use the **Navigation** button to select the record that you want to delete.
5. Press the **Delete** soft key.

6. Extension Mobility

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your IP Phone Personal Identification Number (PIN) to login an IP Phone, your assigned telephone number, and the settings that you have established will be associated with that phone.

Extension Mobility is useful particularly for those who do not routinely conduct business in the same office. However, you can only log onto one phone at a time. If you want to use another phone, you must log out of the first phone.

6.1 Login

1. Press the **Service** button.
2. Select **Service**.
3. Enter your User ID (your Cloud Voice Number) and IP Phone PIN.
4. You can use the IP Phone from now on.

Note: Starter IP Phone PIN is your Cloud Voice Number. For security reason, please change your IP Phone PIN regularly.

6.2 Logout

1. To sign out, press the **Service** button.
2. Select **Service**.
3. When prompted to sign out, press the **Yes** soft key.

7. Change the Cloud Voice Password

1. Visit **Wharf T&T Cloud Voice User Portal** at <http://www.wharftt.com/cloudvoice>
2. Enter your **Cloud Voice Number** and **Cloud Voice Password**
3. Click **Password Management**
4. Enter **Existing Password**
5. Enter **New Password**
6. Re-enter **New Password**

Note:

- i. Starter Cloud Voice Password is your Cloud Voice Number.
- ii. New Cloud Voice Password will be applied to the following services:
 - Cloud Voice User Portal

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- *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*
- *Mobility Apps Services – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*
- *Retrieval of VoiceMail via Outlook 2000*

8. Change the IP Phone PIN

1. Visit **Wharf T&T Cloud Voice User Portal** at <http://www.wharfft.com/cloudvoice>
2. Enter your **Cloud Voice Number** and **Cloud Voice Password**
3. Click **Login**
4. Click **here** in the foot note of the **Call Management** page
5. Enter your **Cloud Voice Number** and **Cloud Voice Password**
6. Click **Login**
7. Click **User Option** and choose **User Setting**
8. Enter **Current PIN**
9. Enter **New PIN** and **Confirm PIN**
10. Click **Save**

Note:

- i. *Starter IP Phone PIN is your Cloud Voice Number*
- ii. *New IP Phone PIN will be applied to the following services*
 - *Personal Directory*
 - *Extension Mobility*